

Job Description
Missouri State Highway Patrol

Class Title: Clerk Typist I - Troop C Service Ctr.

Title Code: V00031

Effective Date: 05/29/97

Date Reviewed: 08/17/00

Date Revised: 12/27/04

Immediate Supervisor:

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is an entry-level position where the employee performs typing and clerical work of ordinary difficulty. An employee of this class performs routine office work which follows well-established procedures which can be readily learned by on-the-job training. Detailed instructions are given at the beginning of work on subsequent new assignments. An employee in this class is closely supervised.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Processes UCS (Uniform Complaint Summons) information and exception tickets into computer terminal and hard copy by date, zone, and officer; copies and forwards voided summons reports to General Headquarters.

Types and proofreads form letters, expense accounts, forms, reports, and other materials from rough draft.

Files correspondence, reports, forms, etc.; searches files and posts routine data; opens, sorts, and distributes mail to proper sources.

Serves as a contact person for meeting the public; directs individuals to proper office and gives non-technical information when necessary; answers telephone inquiries, takes and transmits messages.

Operates standard office equipment, e.g., typewriter, calculator, facsimile machine, AS400 and personal computers.

Maintains various clerical records and files; compiles periodic reports.

Feeds appropriate input data into the computer via the video terminal; modifies and deletes input information as required.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of modern office practices, procedures, and equipment.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to operate basic office machines.

Ability to work independently with general supervision.

Ability to establish and maintain harmonious working relations with others.

Ability to acquire and maintain MULES certification.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

MINIMUM EXPERIENCE AND EDUCATION REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.